

In the Claims

The following is a marked-up version of the claims with the language that is underlined (“___”) being added and the language that contains strikethrough (“——”) being deleted:

1. (Currently amended) A method for providing customer support to a peripheral device user, comprising the steps of:

receiving a request from a user to contact a customer support representative with a customer support unit integrated with the peripheral device;

establishing a communications link between a customer support representative and the user with a the customer support unit ~~integrated with the peripheral device;~~
and

transmitting audio and video communications ~~of~~ between the customer support representative ~~to~~ and the user while the user is at the peripheral device via the customer support unit; and

presenting status and settings information from the peripheral device to the customer service representative while the communications link is active to enable the customer service representative to consult the user as to how the user can correct a problem with the peripheral device.

2-5. (Cancelled)

6. (Current amended) The method of claim 5, further comprising the step of permitting the customer support representative to change settings of the peripheral device while the communications link is active so that the user can confirm that the problem has been corrected before breaking contact with the customer service representative.

7-14. (Cancelled)

15. (Currently amended) A system for providing customer support to a user of a peripheral device, comprising:

a web server module of the peripheral device that is adapted to collect information as to the status and settings of the peripheral device and generate web pages containing the status and setting information;

a customer support unit that is adapted to be integrated with and electrically connected to the peripheral device, the customer support unit comprising a speaker and a display that are adapted to present audio and video data of a customer support representative to the user and a microphone and video camera that are adapted to capture audio and video data of the user; and

network interface devices that are adapted to transmit and receive communications between the user and the customer service representative across a network.

16. (Cancelled)

17. (Original) The system of claim 15, wherein the network interface devices include a modem adapted for transmitting and receiving communications across the Internet.

18. (Cancelled)

19. (Original) The system of claim 15, further comprising a communications module that is adapted to facilitate communications between the system and a customer support representative.

20. (Currently amended) A printer adapted for electrical connection with a peripheral device, the peripheral device comprising:

a web server module that is adapted to collect information as to the status and settings of the printer and to generate web pages containing the status and settings information;

a speaker configured to present audio data of a customer support representative to a user;

a display configured to present video data of the customer support representative to a user;

a microphone configured to capture audio data of the user; and

a video camera configured to capture video data of the user.

21. (Currently amended) A method for providing customer support to a peripheral device user, comprising:

receiving a customer support request from a peripheral device user input by the user into the peripheral device;

establishing a communications link between a customer support representative and the user with a customer support unit that is integrated with the peripheral device in response to the received support request;

providing configuration information about the peripheral device to the customer support representative while the communications link is active, the information being provided directly by the peripheral device;

transmitting communications of the customer support representative to the user while the user is at the peripheral device via the customer support unit; and

transmitting ~~communication~~ communications of the user to the customer support representative while the user is at the peripheral device via the customer support unit.

22. (Previously presented) The method of claim 21, wherein transmitting communications comprises transmitting audio and video data.

23. (Previously presented) The method of claim 21, wherein providing configuration information comprises posting the configuration information to a web page using an embedded web server of the peripheral device.

24. (Previously presented) The method of claim 23, further comprising permitting the customer support representative to change a setting on the peripheral device remotely.

25. (Currently amended) A peripheral device, comprising:
a scanner;
an embedded web server configured to collect and post peripheral device configuration information; and
a customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative, the customer support unit including a microphone that collects voice data of the user, a speaker that emits voice data of the representative, and network interface devices that enable transmission of the data between the user and the representative.

26. (Previously presented) The device of claim 25, wherein the embedded web server is configured to receive remote commands transmitted by the representative to change settings on the peripheral device.

27. (Previously presented) The device of claim 25, wherein the customer support unit further comprises a camera that collects video data of the user.

28. (Previously presented) The device of claim 25, wherein the customer support unit further comprises a display that displays video data of the representative.